

Learning Objectives Students will understand the following concepts: General communication skills. **➢** Good attending behavior. > Utilizing minimal encouragement to talk. > Use of open-ended sentences. ➤ Re-stating skills. > Non-verbal communication skills. Communication pitfalls. Compassionate witnessing. 006 South Carolina Victim Assistance Academy

## Lesson 1: General Communication Guidelines Foster a relationship that is supportive and trusting while encouraging the confidence of the victim. > General guidelines: Respect for the victim. >Avoiding non-judgmental and/or violent language. > Language geared toward empowerment. >Avoiding use of acronyms or jargon. outh Carolina Victim Assistance Academy





# **Delivering Clear Messages** All messages contain both *content* and feeling. Assure victims that they are not to blame. ➤ Validate victim's comments and concerns. > Practice empathic listening. uth Carolina Victim Assistance Academy

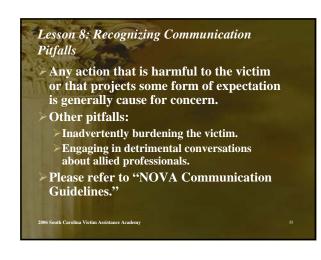
# Lesson 3: Minimal Encouragement to Talk Use of minor conversation to productively encourage and support the victim in discussing primary concerns. > Use of words such as "Oh...."; "I see...." **▶**Pausing. Using non-committal words in a positive tone of voice. **►**Using silence. ith Carolina Victim Assistance Academy

# Lesson 4: Open-ended Sentences A way to have victims elaborate on t he issue at hand and to learn more about what the victim is thinking and feeling. Beginning sentences with "how" and "what" are generally viewed as positive and non-accusatory. "Why" questions are often interpreted as negative and accusatory, and should not be used.











### Lesson 10: General Communication Tips

- > Use the victim's name, and ask how s/he would like to be addressed.
- Provide your name and business card.
- Explain your reason for being in contact and the agency you represent.
- > Use personalized language.
- **▶** Be honest.
- ➤ Be sincere in your words and actions.

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Lesson 10: General Communication Tips (cont.)

- Eliminate phrases that will hurt the victim.
- > Avoid false assurances.
- Recognize that your presence is not going to solve all of the victim's problems.
- > Allow victims the right to finish their sentences.
- > Leave statistics and your own story at home!

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